

# 1Z0-1071-20<sup>Q&As</sup>

Oracle Cloud Platform Digital Assistant 2020 Specialist

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**QUESTION 1**

As per Oracle's recommendation, which is the best practice regarding conversational design?

- A. Ask users open-ended questions such as "how can I help you?"
- B. To account for possible mistakes, make it clear to users that the bot is still learning.
- C. Use quick reply buttons (as opposed to natural language inputs) as much as possible.
- D. Ensure that capabilities of the bot (the things that it can and can't do) are clear and discoverable.

Correct Answer: A

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**QUESTION 2**

Which two features of Oracle Digital Assistant should you use to allow a skill to specifically classify the user message "What's my balance in savings?" and to identify the type of account?

- A. an entity that defines account types (with values such as "checking" or "savings")
- B. an intent that is been trained with utterances such as "check balance", "What is my current balance?", and "How much money do I have?"
- C. an input form rendered by a webview that is hosted within a Digital Assistant
- D. dialog flows with a system.Text component to read the user input
- E. a resource bundle populated with phrases such as "check balance", "What is my current balance?", and "How much money do I have?"

Correct Answer: BE

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**QUESTION 3**

You have a use case that calls for users to enter a series of complex values. What would you do to ensure that users enter these values correctly with the least effort?

- A. Create a composite bag entity for the types of values, and then add a regex entity to handle validation.
- B. Use a system.commonResponse component to aggregate and validate user input.
- C. Create a webview service which connects the skill to a web app that renders as a form and provides features such as input validation and option buttons.
- D. Create a dedicated skill for collecting and validating input and pair it with a skill for processing the validated input.

Correct Answer: A

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## QUESTION 4

Intent has been configured with a composite bag entity. Which statement is FALSE?

- A. The skill may allow users to update their previous input.
- B. The conversation is entirely sequential, where users can only input values in the order determined by the dialog flow definition.
- C. The composite bag entity slots values as they are provided from the user input. It then prompts for other entity item values.
- D. The composite bag entity is typically resolved using a system.ResolveEntities component or a system.commonResponse component.

Correct Answer: D

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## QUESTION 5

You want your skill to transfer conversations over to Oracle Service Cloud customer service representatives. Which type of channel do you create to enable the skill to do this?

- A. Applications
- B. System
- C. Agent Integrations
- D. Users

Correct Answer: C

<https://docs.oracle.com/en/solutions/handoff-skill-to-live-agent/transfer-users-skill-bot-liveagent1.html#GUID-237F078E-94FF-4A4B-9B70-CA04D619C49F>

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